



TICKET to Work

All Employment Network (EN) Payments Call

There will be silence until the call starts at
1:00 p.m. ET

Date: January 31, 2023



Logistics

- Please remain muted at all times during the call, unless called upon by the Facilitator.
- Please feel free to ask a question in the MS Teams chat section.
- If joining via phone and you wish to ask a question, raise your hand utilizing *5 and you will be unmuted by the Facilitator; then press *6 to unmute yourself.
- Please limit questions to one per participant and do not duplicate questions.
 - Additional questions or comments can be sent to:
ENPaymentsHelpdesk@yourtickettowork.ssa.gov.
- Closed Captioning is available for participants who join using the MS Teams Application or you can utilize the separate Closed Captions link provided.
 - To turn on Closed Captions in Teams, go to the three ellipses at the top of the MS Teams window and click on “More Actions” and go down the list to “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open up a separate window to view Closed Captions.

Thank you in advance for your participation!

Agenda

1. Welcome
2. Announcement
3. End of Year Stats
4. 2023 TWL/SGA/Blind SGA Amounts
5. 2023 Ticket Payment Rates
6. ePay File Stats
7. ePay Reminders
8. Payments Reminders
9. Resources
10. Question and Answer Forum

Announcement

- 2023 Payments resources are now available.
- Please note the 2023 Payments at a Glance, 18 Look Back Tool, and the Monthly Earnings Estimator are now available for download in the Resource Documents section of the Your Ticket to Work website.
- If you have questions about your payment method, please contact the EN Service Team at ENService@ssa.gov.

End-of-Year Stats

- Total dollars paid: \$127,223,310
- Total payments: 186,859
- Total denials: 84,317
- Most common denial reason: 02 – Beneficiary Receiving Federal Cash Benefits

2023 Trial Work Level/Substantial Gainful Activity Amount

- Trial Work Level (TWL): \$1,050
- Substantial Gainful Activity (SGA): \$1,470
- Blind SGA: \$2,460

2023 Ticket Payment Rates

- **Milestones Outcome Method Payments**
 - SSI Payments
 - Phase 1 Milestones: \$1,645
 - Phase 2 Milestones: \$277
 - Outcomes: \$277
 - SSDI Payments
 - Phase 1 Milestones: \$1,645
 - Phase 2 Milestones: \$493
 - Outcomes: \$493

- **Outcome Only Method Payments**
 - SSI: \$516
 - SSDI: \$918

ePay File Stats

- The last ePay file was completed in December 2022.
- Processing totals:
 - **Total Claims: 13,257**
 - **Total SSNs paid: 4,294**
 - **Total amount paid: \$7,391,114**
- TPM started processing the January 2023 ePay file on 01/30/23.

ePay Reminders

- Phase 1 Milestone 4 is paid via ePay, but ENs must still submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship.
- Unassigned Tickets are not included in ePay.
- ENs must have passed their annual Services and Support review.
- The ePay file is processed in SSN order, not Provider ID (PID).
- Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are paid via ePay. ENs are encouraged not to submit for these payment types via the Portal when the EN portion of the ePay file is being processed. Submitting for such payments slows down processing and causes duplicate claim months.
- If you submit a request for Phase 1 Milestone 4, Phase 2 Milestones or Outcomes during ePay, that SSN will not be processed until it comes up on the ePay list.
- Please allow TPM to pay all available claims via ePay before requesting via the Portal.

ePay Reminders Cont.

- PII violations will remove your EN from ePay for three months or one ePay file
 - During this time, you must submit payment requests via the Ticket Portal
- **Example:**

If an EN violates the PII rule while a file is currently being processed (i.e., February) they will be removed from the next ePay file (April).

EN Payments Reminders (1 of 3)

- EN shall request a payment no later than 24 months following the month the Ticketholder's work and earnings meet the criteria for SSA to make the payment.
- Phase 1 Milestones 1-4 are not available if:
 - The State Vocational Rehabilitation Agency (SVRA) received a Cost Reimbursement Payment
 - The Vocational Rehabilitation Agency (VRA) successfully closed the case within 18 months prior to the Ticket assignment date to the EN
 - Earnings at or above Trial Work Level (TWL) are found within 18 months prior to the Ticket Assignment Date (TAD)
- When there are multiple Ticket assignments to different ENs:
 - the 18-month lookback is based on the first Ticket assignment date

EN Payments Reminders (2 of 3)

- ENs must provide proof of relationship with the Ticketholder when requesting payment for Phase 1 Milestone 1 through Phase 1 Milestone 3.
 - ENs will have three opportunities to provide the required proof of relationship for the requested Milestone before the Ticket is unassigned.
- Once a Ticketholder enters the Outcome period (i.e., no longer receiving a federal cash benefit):
 - Phase 1 Milestones and Phase 2 Milestones are no longer available.
 - Missed Milestones will be picked up at reconciliation once the EN receives the 12th Outcome payment.

EN Payments Reminders (3 of 3)

- When an outreach email is sent for additional information, ENs must provide the required information within nine business days of receipt of the email or the case will be denied

Payments Topic

We invite you to share topics that you would be interested in discussing through this forum. Our goal is to help educate you and provide clarification on processes and procedures related to payments. Please send your topics to the EN Payments Helpdesk at ENPaymentsHelpdesk@yourtickettowork.ssa.gov

Resources

- Phone

- Monday thru Friday 9 a.m. – 5 p.m. ET
- Toll Free: 1-866-949-3687/TTY: 1-866-833-2967
 - Option 1: Beneficiary Help Desk;
 - Option 2: Payments Help Desk;
 - Option 3: Systems Help Desk

- Email

- For payment issues:

ENPaymentsHelpdesk@yourtickettowork.ssa.gov

- For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:

ENSystemsHelp@yourtickettowork.ssa.gov

Questions?

Phone: Raise your hand by pressing *5 and you will be unmuted by the Facilitator, then press *6 to unmute yourself.

MS Teams: Enter your question into the chat or raise your hand. You will be unmuted by the Facilitator, and you will need to click the microphone to unmute yourself. Please state your name, EN name and ask your question.

Closing Remarks

- Thank you for your participation in today's call!
- The next All EN Payments Call is scheduled for Tuesday, April 25, 2023, 1-2 p.m. ET.